

STATE PLAN UNDER TITLE XIX OF THE SOCIAL SECURITY ACT
State/Territory: NEW JERSEY

ELIGIBILITY CONDITIONS AND REQUIREMENTS
Programs to Measure and Reduce Inconsistency

The State has in effect the following programs to measure and reduce inconsistency in the application of survey results among surveyors.

The New Jersey Department of Health uses onsite observation of every survey team, as well as review of citations and survey reports and training to ensure the consistency of surveyors and survey teams.

Health Facilities Inspection Services continually works to develop and improve upon the consistency of surveyors and survey teams by the following procedures:

- a. Every survey team is observed onsite in the field for one full survey every quarter by the Coordinator of Inspections or the Supervisor of the Long Term Care Inspection Program.
- b. Deficiency citations by type and frequency, as cited by each survey team and professional discipline, are compared periodically. Discrepant tag numbers and/or survey teams/supervisors are flagged for further evaluation and appropriate corrective action.
- c. The Supervisor of Long Term Care Inspections and the Assistant Director who oversees the Long Term Care Program both randomly review a 10% sample of all 2567's, in addition to reviewing 100% of reports with Level A citations, to identify documentation problems or inconsistencies.
- d. Complaint records are periodically reviewed to identify patterns of complaints about a specific provider. These are then compared to survey findings as an additional quality check.
- e. The Division training officer provides one-to-one training, group training or referral to N.J. Department of Personnel training courses as needed to improve surveyor performance.
- f. A regular schedule of staff development programs is prepared annually with programs scheduled on an average of at least one per month.

OFFICIAL

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